HEALTH AFFAIRS

Disability Management Plan
"Getting to Green"

Dinah Cohen, Director
Computer/Electronic Accommodations Program

The Big Picture

- Legal Climate
  - Rehabilitation Act
    - Section 501
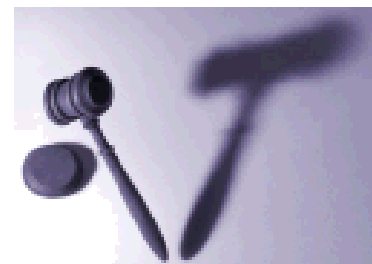   - Section 504
    - Section 508
  - EEOC Reasonable Accommodation Guidance
  - Telecommunications Act
    - Section 255
  - Americans with Disabilities Act

- Federal Political Climate
  - Department of Labor Office of Disability Employment Policy
  - President Bush – New Freedom Initiative
  - President's Management Agenda

The Big Picture

- Human Capital Standards and Scorecard
  - Strategic Alignment
  - **Workforce Planning and Deployment**
  - Leadership and Knowledge Management
  - Results-Oriented Performance Culture
  - **Talent**
  - Accountability

How green are you?

Building Excellence with the Human Capital Framework

Creating Your Disability Management Plan

- Identify organizational structure

- Identify human capital strategies

- Identify human capital solutions

- Engage management

- Report to stakeholders

Identify Organizational Structure

- Review your agency's organizational chart
  - Hierarchy, Location, Communications channels

- Determine target populations
  - Human Resources
  - EEO
  - Supervisors
  - Workers' Compensation
  - Telework
  - Disability Program Managers
    – Full-time/collateral duty

Identify
Human Capital Strategies

- **What are your current employment issues?**
  - Human Capital Scorecard
  - Turnover rates
  - Diversity and disability goals
  - Workers' Compensation costs
  - Failure to reach Telework goals
  - Disability retirement costs

Identify
Human Capital Solutions

- Recruitment/Hiring

- Accommodation

- Retention

- *What are your focus areas?*

Recruitment and Hiring

- Executive Order 13163: Increasing Employment of Individuals with Disabilities to Be Employed in the Federal Government

- Affirmative Action Plans

- Placement Authorities
  - Schedule A/B
  - VA Exceptions

- Workforce Recruitment Program for College Students with Disabilities

- Employer Assistance Referral Network (EARN)

- Ticket to Work
  - State Rehabilitation Services
  - Disability Network

- Internal Resume/Candidate Banks
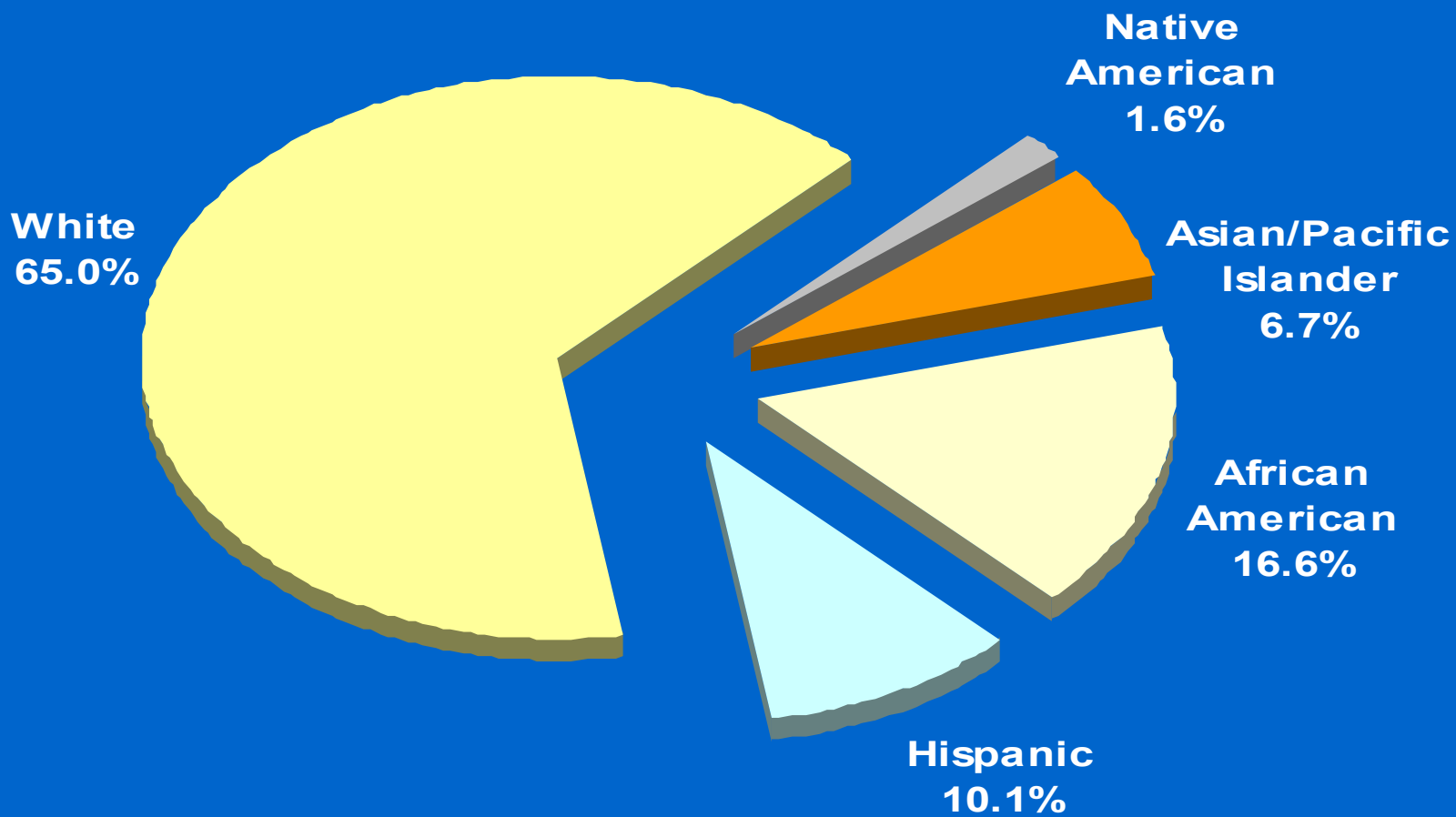
Workforce Recruitment Program (WRP)

- History: Department of the Navy - 1976
- Status: WRP is co-sponsored by the Department of Labor and Department of Defense
  - Participation from Federal agencies and the private sector
- CAP covers the cost of accommodations for all WRP students participating in any Federal agency
- www.dol.gov/dol/odep/public/programs/workforc.htm
- www.wrpjobs.org

Interviewed by RNO - 2002
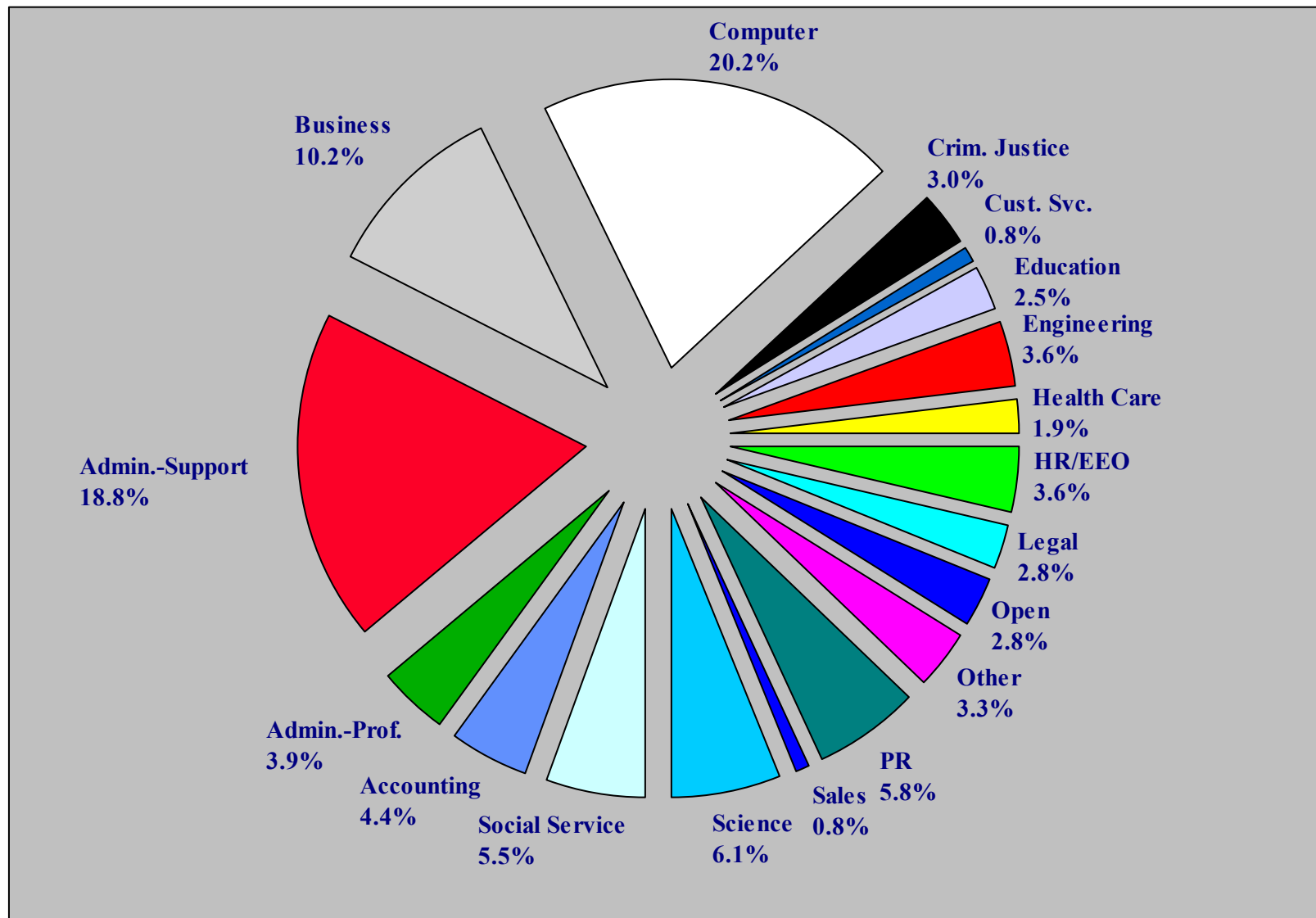
Hired by Position - 2002

Pie chart: Hired by Position - 2002

- Computer 20.2%
- Business 10.2%
- Crim. Justice 3.0%
- Cust. Svc. 0.8%
- Education 2.5%
- Engineering 3.6%
- Health Care 1.9%
- HR/EEO 3.6%
- Legal 2.8%
- Open 2.8%
- Other 3.3%
- PR 5.8%
- Sales 0.8%
- Science 6.1%
- Social Service 5.5%
- Accounting 4.4%
- Admin.-Prof. 3.9%
- Admin.-Support 18.8%

Accommodation

- Executive Order 13164: Requiring Federal Agencies to Establish Procedures to Facilitate the Provision of Reasonable Accommodation
- EEOC Guidance: Establishing Procedures to Facilitate the Provision of Reasonable Accommodation

- Job Accommodation Network 1-800-526-7234
- Computer/Electronic Accommodations Program
- Assistive Technology Centers
  - DoD CAPTEC
  - USDA TARGET Centers (HQ and Midwest)
  - DOI Accessible Technology Center
  - DOT Disability Resource Center
  - Ed's AT Program
  - GSA AT Showcase
- State Vocational Rehabilitation Services

Background

- CAP was established in 1990 as DoD's centrally funded program to provide accommodations

- National Defense Authorization Act
  Assistive Technology Accommodations Program (10 U.S.C. § 1582 SEC. 1102)

  "The Secretary of Defense may provide assistive technology, devices and services…to…any department or agency of the Federal Government…for its employees with disabilities…upon request of the head of the agency."

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CAP Services   Accommodation Process   CAP Request Forms   CAPTEC

Learn what CAP services can do for...

People with Disabilities

Our Customers

Government Managers

Welcome to CAP! Providing real solutions for real needs to ensure people with disabilities have equal access to the information environment and opportunities in the Department of Defense and throughout the Federal government is our mission. The Department of Defense established the Computer/Electronic Accommodations Program in 1990 to... **Learn More**

SPOTLIGHT

CAP Training - New York

FREE CAP training on Wednesday, July 23, 2003, 9:00am to 11:30am in New

4th Pentagon Accessibility Forum

July 11 – Learn about activities related to renovation, the latest evacuation and security

MORE NEWS

- WRP News Release
- Department of Veterans Affairs Information Technology Conference

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Accommodation Process

- **Overview**
- Needs Assessment
- Accommodation Solution
- Request Submission
- Training
- Customer Care

The success of the CAP accommodation process begins with your involvement in the identification of the appropriate accommodation solutions. In order for CAP to expedite your request, follow the five step process: 1) needs assessment, 2) Accommodation Solution, 3) complete and submit the CAP Request Form, 4) identify if training is required and 5) feedback on customer service you received from CAP.

For additional information, go to **CAP Services**.

STEP 1	STEP 2	STEP 3	STEP 4	STEP 5
Needs Assessment	**Accommo- dation Solution**	**Request Submission**	**Training**	**Customer Care**
Examine your job requirements	Assistive	Now that you have determined	Learn how to best use your assistive	Discover how CAP ensures you receive

CAP

Enter your E-ma

Submit

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CAP Services **Accommodation Process** **CAP Request Forms** **CAPTEC**

Accommodation Process

STEP 1   STEP 2   STEP 3   STEP 4   STEP 5

- Overview
- **Needs Assessment**
  - The Job
  - The Individual
- Accommodation Solution
- Request Submission
- Training
- Customer Care

Needs Assessment
Accommodating Persons with Disabilities:
The Needs Assessment Process

Choosing appropriate accommodations is best done on a case-by-case basis. It is important to recognize that people with disabilities have different capabilities and varying degrees of disabling conditions. Accommodation needs must be evaluated in light of a person's job functions and technical environment (e.g., workstation configuration). To ensure that the appropriate accommodations will be provided, a needs assessment should be conducted addressing three areas: The Job, The Individual, and The Solution.

Before you begin the CAP Accommodations Process, please check to see if your Agency has an Assistive Technology Center that could assist you with your needs assessment.

A. The Job   **B. The Individual**

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Accommodation Process

| STEP 1 | STEP 2 | STEP 3 | STEP 4 | STEP 5 |

- Overview
- Needs Assessment
- **Accommodation Solution**
  - Assistive Technology
  - Interpreters
  - CART Services
  - Readers
  - Personal Assistants
- Request Submission
- Training
- Customer Care

Accommodation Solution
Assistive Technology

Blind/Low Vision

Monitor: A monitor between 19 and 21 inches enlarges the printed screen to allow better viewing of computer fonts. This slight enlargement is often enough for persons with limited vision to view the computer screen comfortably.

Magnification: Printed information is magnified in two ways. (1) a closed circuit television (CCTV) camera which takes a picture of hard copy (examples include: printed material, handwritten information, and diagrams), and shows it on a computer screen. (2) computer software which enlarges print on the computer screen. Images can be enlarged up to 16 times, and the user controls print size, color contrast, and color selection.

Scanner/Readers: A scanner/reader converts typewritten or typeset material into clearly spoken synthesized speech. Once scanned, text can be read immediately,

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CAP Services

- Overview
- Our Customers
- **People with Disabilities**
  - Blind/Low Vision
  - Cognitive
  - Communication
  - Deaf/Hard of Hearing
  - Dexterity
- Government Managers

People with Disabilities

Assistive Technology

 MAGic

 Lunar Screen Magnifier

 ZoomText Xtra Level 1 & 2

 P R I S M A

 PRISMA VISION

 Liberty

 Liberty Solo

 ANDROMEDA

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People with Disabilities
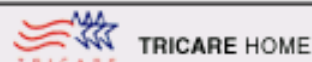## Blind/Low Vision

Assistive Technology - Magnification

Weighs just 3 pounds and collapses into a mere 2 1/2 inches in height

Connect Prisma directly to any standard TV monitor (via the RCA video-in or RF input connection) whether 14", 20" or larger. Change the magnification level by simply adjusting the camera height.

- 4x – 35x on a 14" monitor
- 6x – 53x on a 20" monitor

Prisma incorporates a highly sensitive ambient light digital camera providing a high contrast reading and writing image in most settings. To accommodate low light environments

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- Training
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STEP 1   STEP 2   **STEP 3**   STEP 4   STEP 5

Request Submission

CAP uses a team approach in the request process. We are divided into disability teams - Deaf/Hard of Hearing, Dexterity, and the Blind/Low Vision/Cognitive and Communication team. Once you have completed the needs assessment and/or identified the appropriate accommodation, the CAP Request Form should be submitted to request the solution that is identified. The form is reviewed by the appropriate CAP Team for completeness and compatability of the requested accommodation for a person and/or office environment. Please make sure you address how the accommodation will assist the user or increase access to an office. Additional information or medical documentation may be required. Examples of additional requirements include documentation for assistive technology for ergonomic related injuries or for the need of a larger monitor.

Name of Person or Office to be Accommodated:

First Name:

Middle Initial:

CAP

Enter your E-ma

Submit

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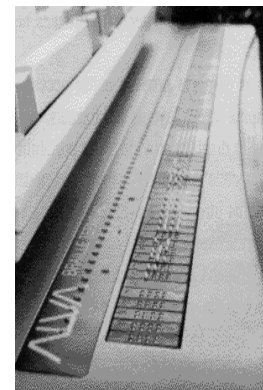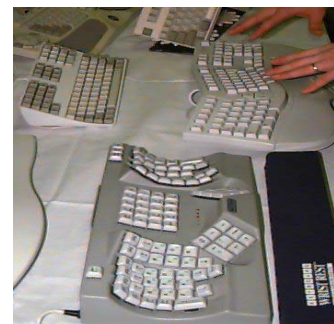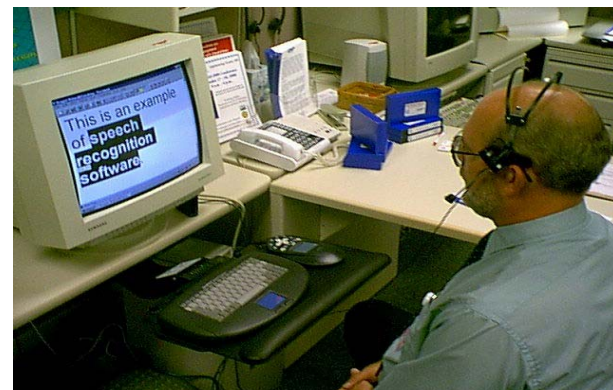
CAP Assistive Technology and Services

- Computer input devices

  - Alternative keyboards, pointing devices, voice recognition systems

- Computer output devices

  - Screen readers, large monitors, Braille terminals

- Telecommunication devices

  - PC-based TTYs

- Assistive listening devices

  - Personal amplification devices, amplified handsets

- Alternative forms of documentation

  - Braille, large print, electronic

- Captioning services

- Other technology and services to facilitate access

Retention

- Support Federal goals of employing and retaining persons with disabilities:
  - Workforce Recruitment Program
  - Healthy Work Practices
  - Workers' Compensation
  - Telework
- Training centers
- Career development / promotions
- AT centers / CAPTEC
  - Assist supervisors and individuals in choosing appropriate computer and electronic accommodations

Healthy Work Practices Program

Disability Prevention

- Target Audience
    - Employees, supervisors, and employees with disabilities that may develop ergonomic disabilities
- HWPP Information Dissemination
    - Training / workshops
    - HWPP Fact Sheet
    - Workplace Ergonomics Reference Guide & Slide Rule
- Needs Assessments and Demonstrations
    - CAP Website Needs Assessment Process
    - Individual/group evaluations
    - CAP Technology Evaluation Center (CAPTEC)
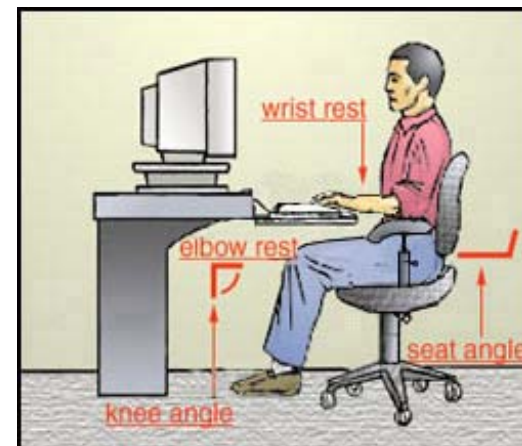
Disability Accommodation

- Target Audience
    - Individuals that have developed a Musculoskeletal Disorder, Cumulative Trauma Disorder, Repetitive Stress Injury or Carpal Tunnel Syndrome

Workers' Compensation

- Assist Workers' Compensation claimants in the return-to-work process
    - Team with WC officials to evaluate needs of employee
    - Explore methods of working in a safer environment
    - Provide necessary accommodations to enhance productivity
        - Alternate dispute resolution
    - Telework options

- Workers' Compensation -- *A different kind of green!*

Telework

- Background

  - Work away from central office one or more days per week

  - Increase productivity, and accommodates employees with disabilities

- Target groups

  - Recipients of Workers' Compensation payments

  - Persons who may be subjected to disability retirement

  - Employees with disabilities who could be more productive and/or have accessibility issues

- Equipment

  - Assistive technology

  - Computer hardware and software, fax machine, printer

Training/Career Development

- Do you have onsite training centers?

- Do you set aside resources to ensure these training centers and experiences are accessible to all?

- Do you work with your Equal Opportunity offices to ensure that the training facilities receive training on access-related issues?

- Do you include people with disabilities as a targeted minority population in your training and senior executive succession planning?

CAPTEC

- CAP Technology Evaluation Center (CAPTEC)

- Assist individuals and supervisors in choosing appropriate computer and electronic accommodations

- Wide variety of assistive technology

- VTC Capabilities

- Located in the Pentagon

Increase the Possibilities

Green!

Report Results

Engage Management

Recruitment | **Hiring** | **Accommodation** | **Retention**

Determine Human Capital Needs & Create Disability Mgmt Plan

Toward an Accessible Future

CAP is Accessible

- CAP Office   703-681-8813 (Voice)

                                   703-681-0881 (TTY)

- Fax   703-681-9075

- CAPTEC   703-693-5160 (Voice)

                                     703-693-6189   (TTY)

- E-mail   cap@tma.osd.mil

- WWW   www.tricare.osd.mil/cap

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